

## ANNOUNCEMENT

### **For a month, UAPF contributors received over 4 million services**

The Unified Accumulative Pension Fund in January alone, in the period from 01.01.2021 to 01.02.2021, provided its contributors with 4.2 million services. This is 2.6 times more than in the same period last year in 2020. It is worth noting that the growth was both in electronic services and in services provided in person in the branch offices of the UAPF.

In the virtual space, the Fund's services were received by 3.9 million contributors, which is 92% of the total volume of services provided. Compared to the previous year, we see an almost threefold increase in the popularity of online services. Recall that with the help of the Personal Account, which is available both on the website and in the ENPF mobile application, contributors without leaving home can receive: a statement from an individual pension saving account, a certificate of the availability of an IPSA, check the amount of pension savings for partial use and ( or) transfer to the IMP, make changes and additions to your details, apply for the appointment of pension benefits in connection with the establishment of group I or II disability indefinitely, and much more.

Note that some of the contributors still apply to our branches located throughout Kazakhstan. In the branches of the UAPF, contributors received 312 thousand services, which is 35.9 thousand services more than in the last 2020.

It is important to note that one of the tasks of the UAPF is to provide high-quality consulting services and develop information channels for the Fund's contributors and beneficiaries. In January 2021, the number of contributors' requests through feedback channels more than tripled compared to a year earlier. In the first month of 2021, there were 252.5 thousand calls, and in January 2020, 78.8 thousand calls.

We remind you that contributors and beneficiaries of the UAPF can get advice in the call-center at 1418 (call within Kazakhstan is free), and consultations can be obtained on the corporate website [www.enpf.kz](http://www.enpf.kz), via a chat bot in WhatsApp and Viber at +7 777 000 14 18 and on the official pages of the UAPF in social networks Instagram, Facebook, VKontakte, Twitter, Telegram, Odnoklassniki.

*UAPF was established on August 22, 2013 on the basis of GNPF APF JSC. The UAPF founder and shareholder is the Government of the Republic of Kazakhstan represented by the State Institution "Committee of State Property and Privatization" of the Ministry of Finance of the Republic of Kazakhstan. UAPF pension assets are managed by the National Bank of the Republic of Kazakhstan. From January 1, 2016, the functions for developing proposals to improve the management of pension assets were transferred to the National Fund Management Council. In accordance with the pension legislation, the UAPF attracts compulsory pension contributions, compulsory occupational pension contributions, voluntary pension contributions, pension benefits, individual accounting of pension accumulations and benefits, provides the contributor (beneficiary) with information on the status of his pension accumulations (for more information visit [www.enpf.kz](http://www.enpf.kz))*